

City of Albuquerque Employee Goes Above and Beyond to Give Zoo Visitors a Great Experience

Saturday was a great day to get out and enjoy the weather and the first peek at the coming Spring. We decided to go to the City of Albuquerque Bio Park and Zoo for the day as we do each year to see the foliage, flowers, and fun of the zoo. We love to take the train from the bio park to the zoo, and as the day went on we returned to the platform to board the afternoon train back to the bio park. When we arrived we were amazed at the incredible line that awaited us. Clearly the weather and the first real weekend for people to get out of the

house were evident by a line of patrons that rival some amusement rides.



As the train arrived, it became increasingly clear that we would be waiting for the next train that would be arriving in the next half hour. While the view is great, and the elephants never disappoint from the train platform, the sun was out, it was warmer than normal for this time of year and there were lots of people to accommodate. Within a few minutes of the departure for the first wave, a city van appeared along the side of the platform with a young man driving who approached the platform and invited whoever wanted to ride to the bio park to enter. Many people piled into the van, including us to avoid the wait, and this young man drove the group to the bio park.

We arrived well ahead of the train, and when I exited the van, I asked the young man if he had been asked by his superiors to assist in transport. His answer was truly inspiring. He stated “No one asked me to assist, I just know that on days like today there are lots of people waiting in the heat and I like to help out to make the waits easier.”

This young man’s name is Steve Herrera, a Light Rail Maintenance Tech with the Cultural Services Department. Steve clearly saw a problem and decided to take action to solve it! This type of mindset is what we hope to see in all of our employees here at the City of Albuquerque!

Thank you Steve for making the visitors to the City of Albuquerque feel special and maintaining the spirit of service that we are committed to here at the city!

Tom Darling – Division Manager of Public Service University at the City of Albuquerque

